Personalised services to passengers

5870. SHRIMATI VEENA VERMA:

Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) whether the public and private sector airlines operating in India are focussing on personalised services to passengers; and

(b) if so, what are the details thereof, alongwith the results achieved?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI GHULAM NABI AZAD): (a) and (b) Yes, Sir. Personalised service is given by Indian Airlines and other Air Taxi Operators. Indian Airlines offers improved personalised service through various new measures:—

- Tele check-in for J|B class passengers.
- Offer of Tea|Coffee to J|B class passengers.
- News-papers at the check-in counter.
- Improved on board meal service, including choice of meal
- Increased free baggage allowance.

Air Taxi Operators also offer many in-flight and ground handling facilities, which improve the quality of passenger handling and interaction.

It is not possible to quantity the results of personalised service but there is general appreciation from the travelling public.

Critical years for Air India

5871. SHRIMATI VEENA VERMA: Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) whether Government's attention has been drawn to a newsitem which appeared in the Business Line of Hindu Group of 28th March, 1994 under the caption "1993-94 a Critical year for Air India"; and

(b) if so, what are the facts thereof and the steps taken by Air India in this regard?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI GHULAM NABI AZAD): (a) and (b) The reference to bad year was to the problems faced by the airline as a result of the disturbances due to Ayodhya incident, Bombay blasts in Bombay and strike by a section of the employees of Air India. However, during 1993-94, Air India earned an estimated profit of Rs. 186 crores against the budgeted target of Rs. 146 crores.

Air India upgrades its services constantly to improve its market share of the traffic

Air crash of Share Airlines

5872. SHRI NARAYAN PRASAD GUPTA:

SHRI GURDAS DAS GUPTA:

Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) whether the Sahara Airlines air crash in mid air and its fall out on Aeroflot plane has caused damage to Delhi Airport;

(b) if so, what is the total loss and liability to the Airport authority, Sahara and Russian Airlines, alongwith the quantum and mode of payment; and

(c) what steps have been taken by Government to avoid recurrence of such accidents and with what results?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI GHULAM NABI AZAD): (a) Yes, Sir.

(b) A tenative claim of Rs. 8.00 crores has been raised by International Airports Authority of India on M/s. Sahara India Airlines on account of damage to Airport property. Aeroflot has till date not filed any claim. The mode of payment to IAAI shall be decided in consultation with the Insurance Company of M|s. Sahara India Airlines.

(c) Measures taken to avoid recurrence of aircraft accidents are implementation of recommendations emanating from accident investigation reports, dissemination of safety information, safety audit of airlines, monitoring of flight recorders, periodic inspection of aerodromes implementation of measures for eradication of bird menance etc.

New schemes to complete with the private taxi operators

5873. SHRI SURESH KALMADI:
SHRI VIREN J. SHAH:

Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) whether Indian Airlines has decided to introduce a number of new schemes to compete with the private taxi operators (PTOs);

(b) if so, what are the details in this regard;

(c) to what extent these schemes will attract passengers to Indian Airlines;

(d) whether there is any proposal under consideration to do away with the cancellation charges, grant facilities to passengers ,to extend their tickets to subsequent days etc: and

(e) if so, what are the details in this regard?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI GHULAM NABI AZAD): (a) and (b) Yes, Sir. Some of the major steps taken by Indian Airlines are:-

(i) *Product Improvements*

— Improvement in service both on ground and on board.

— Improvement in passenger comfort by increasing seat pitch in Economy Class of A-300.

— Introduction of Business Class in A-320 aircraft.

(ii) *Pricing and Distribution Strategies*

— Incentives|concessions introduced for customers and agents.

— Setting up of Sales forces to generate more business.

(iii) *Organisational improvements*

— Changes in the organisational structure and systems to enable a speedy and cohesive response to the environment.

— Closer consultation with type employees Unions|Associations to foster an atmosphere of mutual understanding.

(i) *Increased fleet utilisation as a result of introduction of productivity linked schemes of remuneration.*

(v) *Increased international operatons to usefully deploy available capacity*

(vi) *Tie up with Air India in several areas, like joint venture operations in the Gulf countries, hub and spoke operation*

(c) It is expected that these steps will help Indian Airlines in facing the competition from the Air Taxi